



CITY OF LODI

COUNCIL COMMUNICATION

AGENDA TITLE: Approve the following:

- One (1) new position of Network Technician
- Class Specification & Salary Range

MEETING DATE: December 20, 2000

SUBMITTED BY: Human Resources Director

RECOMMENDED ACTION: That City Council approve the addition of one (1) new position of Network Technician, class specification, and salary range.

BACKGROUND INFORMATION:

Currently, the network division's workload is extremely voluminous. There is one (1) Network Administrator assigned to handle City-wide desktop support for 280 personal computers; 18 file servers; 45 wide area network devices; e-mail; internet access; public records and maps accessed by the public; and 40 printers, all of which are in 9 different physical locations. There is also one (1) Police Officer in the Police Department assigned to handle the support of 70 personal computers; 25 Mobile Data Computers; 4 file servers (mission critical); computer aided dispatch (CAD – mission critical); records management system (RMS); and new user training.


At this time, the volume of work produced by these two (2) employees is overwhelming. They are on call 24 hours a day, 7 days a week, with no back-up in the Police Department. The addition of a Network Technician will allow lower level duties to be delegated and reduce the workload of both employees to an acceptable level.

This position will be represented by the General Services Bargaining Unit.

The proposed salary range for Network Technician is 15% below that of Network Administrator and is shown as follows:

A	B	C	D	E
\$3,342.76	\$3,509.90	\$3,685.39	\$3,869.66	\$4,063.15

APPROVED: _____

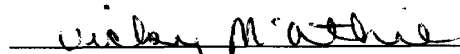

H. Dixon Flynn -- City Manager



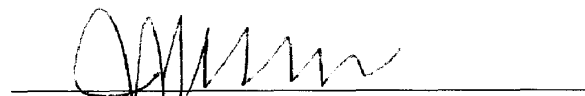
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FUNDING: This new position will result in an increase in annual operating expenditures by \$53,912.06 (salary & benefits). The money for this position will be coming out of General Fund Contingency Account. Given that half of the current fiscal year has already passed, the actual impact on the account this year will be less than \$21,000.00 depending on when the recruitment is completed and the position is filled.


Vicky McAthie, Finance Director

Respectfully submitted,


Joanne M. Narloch, Human Resources Director

cc: City Attorney
Stan Helmle, Information Systems Manager

APPROVED: _____
H. Dixon Flynn -- City Manager

NETWORK TECHNICIAN

DEFINITION

To perform skilled technical work in coordinating, operating, maintaining, and enhancing the City's computer automation and information systems, including working with: file servers, personal computers, and all related personal computer and PC network peripherals, network and file server operating systems, network applications, personal computer applications, including: systems analysis, design, programming, testing, documentation, user training and implementation; and performing related duties as assigned.

SUPERVISION EXERCISED AND RECEIVED

General supervision is received by the Information Systems Manager and will work closely with the Network Administrator.

EXAMPLES OF DUTIES

Duties may include, but are not limited to the following:

Division Operations:

- Provide input for developing, planning, implementing and administering division goals, objectives, policies and procedures;
- Assist in evaluating and making recommendations regarding the changing needs of the existing customer base;
- Assist in developing justifications and recommendations for acquisitions of computer hardware and software;
- Assist in the preparation of specifications for bid documents;
- Work with outside vendor representatives to identify and correct causes of hardware, operating systems software, or application program malfunctions, and assist with programming changes and enhancements;
- Assist in developing, implementing, maintaining and enforcing standard policies and procedures for operations and data control activities.

Systems:

- Assist with monitoring and evaluating the efficiency of information systems;
- Assist with systems and network administration, including equipment evaluation and upgrades;
- Assist with the planning, design, development, implementation, and maintenance of City-wide computer applications;
- Troubleshoot hardware and software problems;
- Assist users in identifying and meeting their automation needs;

- May recommend new or modified software and hardware solutions and assist with their testing and implementation.

Training:

- Provide instructional and procedural assistance concerning computer technology and applications software;
- Prepare and conduct demonstrations and training of new applications software;
- May assist in developing technology training materials and course content;
- Assist with development of City-wide training programs and procedural manuals including information for end users;
- Assist in producing technology bulletins to inform end-users of current computer events and related information.

General Operations:

- Assist with compiling and maintaining a documentation library of user procedure manuals, technical references, training manuals, handbooks, and guides;
- Assist with revision of documentation materials as required;
- Follow all standard operating procedures and communicate the need for additional procedures to the division manager;
- Recommend procedural changes to improve system operations, minimize risks, and ensure hardware and software integrity.

MINIMUM QUALIFICATIONS

Knowledge of:

- Principles, methods and practices of computerized information management and its application to a wide variety of systems and programming operations and activities;
- Current related computer automation and information systems technologies and developments, including a variety of software, hardware, operating systems and languages such as, but not limited to Microsoft networking environments;
- Microsoft Windows operating and networking environments;
- Microsoft Office;
- Data processing operating, input preparation and data control procedures;
- Basic Database Management Theory.

Ability to:

- Effectively apply technical knowledge of automated systems, hardware and software in the assistance and support of users;
- Communicate and interface with users on a non-technical level to troubleshoot and research solutions to their computer problems and to distinguish between hardware and software errors;
- Train users in application software, both one-on-one and on a group basis;

- Establish and maintain effective working relationships with internal and external customers as well as vendors;
- Use independent judgment to identify and resolve problems without supervision;
- Communicate effectively, both orally and in writing.

EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely produce the qualifying knowledge and ability. A typical combination is:

Education:

- Equivalent to an Associate of Arts Degree, supplemented by coursework in computer science, management information systems, business administration, or a closely related field.

Experience:

- Two (2) years of increasingly responsible experience in information systems operations and maintenance including microcomputer applications software training and writing user documentation.

LICENSES AND CERTIFICATES

- Possession of a valid Driver's License (Class C) issued from the California Department of Motor Vehicles.

RESOLUTION NO. 2000-237

A RESOLUTION OF THE LODI CITY COUNCIL
APPROVING THE ADDITION OF ONE (1) NEW
POSITION OF NETWORK TECHNICIAN,
AND APPROVING CLASS SPECIFICATION
AND SALARY RANGE

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NOW, THEREFORE, BE IT RESOLVED, that the Lodi City Council does hereby approve the position of Network Technician under the General Services Bargaining Unit; and

BE IT FURTHER RESOLVED, that the class specification for Network Technician is hereby approved, as shown on Exhibit A, attached hereto; and

FURTHER RESOLVED, the Council hereby approves the salary range as follows:

S T E P				
A	B	C	D	E
\$ 3,342.76	\$ 3,509.90	\$ 3,685.39	\$ 3,869.66	\$ 4,063.15

Dated: December 20, 2000

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I hereby certify that Resolution No. 2000-237 was passed and adopted by the City Council of the City of Lodi in a regular meeting held December 20, 2000 by the following vote:

AYES: COUNCIL MEMBERS – Hitchcock, Howard, Land, Pennino and Mayor Nakanishi

NOES: COUNCIL MEMBERS – None

ABSENT: COUNCIL MEMBERS – None

ABSTAIN: COUNCIL MEMBERS – None


SUSAN J. BLACKSTON
City Clerk

EXHIBIT A

CITY OF LODI

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